EAST RIDING OF YORKSHIRE COUNCIL

NHS OVERVIEW AND SCRUTINY COMMITTEE

5TH JULY, 2005

PRESENT: Councillors Blake-James (in the Chair), Engall, Gilmour, Hudson, Kitchen, McClure, Parsons, Saynor, Suggit (substitute for Jefferson), Walker and Wastling (substitute for Kingston).

Also in attendance: Members of the Press - 0
Members of the Public - 0

The following people also attended the meeting:

Tim Allison - Director of Public Health, East Yorkshire Primary Care Trust
Yvonne Edwards - Acting Head of Sexual and Reproductive Health
Jean Walker - Lead Officer for Sexual Health
Clive Waddington - East Yorkshire Primary Care Trust Patient and Public Involvement Forum

The Committee met at County Hall, Beverley.

73 DECLARATIONS OF INTEREST - There were no declarations of personal or prejudicial interest relating to items on the agenda.

74 MINUTES - Agreed - That the minutes of the meeting of this Committee held on 7th June, 2005 be approved as a correct record and be signed by the Chairman.

75 MATTERS ARISING - Members were informed that the meeting to discuss the advantages and disadvantages of adding fluoride to the water supply would be held on Monday, 25th July, 2005 at 10.00 a.m.

The Council at its meeting on 29th June, 2005 had discussed the possible co-option of Members from the Patient and Public Involvement Forums onto this Committee. The Council had decided that the matter should be considered again by this Committee and that a written report would be submitted to the next meeting.

The Chairman referred to Minute 69 (Review of Mental Health Services in Hull and the East Riding) and reported on arrangements being made to obtain the views of residents of the East Riding on mental health provision.

With regard to Minute 70 (Health Priorities in the East Riding) it was reported that Steven Greep, Chief Executive of Hull and East Yorkshire NHS Hospitals Trust, would be asked to identify a date when he could meet Members of the Committee to discuss capacity/service delivery issues. Members would be informed when a suitable date had been identified.
76 **SEXUAL HEALTH** - Tim Allison gave a presentation regarding sexual health within the East Riding community. The service dealt with a vast range of conditions involving many services within both local authority and NHS control. The national trends in sexually transmitted infections were upwards. Conception rates for the under-18s had shown a gradual decrease and those in the East Riding were relatively low. Information was also given regarding the sources used by both boys and girls in Year 9 to gain advice on sexual health matters.

High teenage pregnancy and birth rates had been identified in Goole and sexual health was a significant issue for seaside resorts.

Yvonne Edwards gave a brief outline of the work of the Sexual and Reproductive Health Partnership, which had been established in 1991. Problems with staff recruitment had led to the need to change the pattern of family planning services. The service had been reviewed in December 2004 and the new timetable of clinics had come into effect during the week commencing 4th July, 2005. Jean Walker reported on some of the difficulties experienced by the Sexual Health Service, in particular the projected £700,000 overspend. Steps were being taken to reduce the amount without any undue provision of services.

**Agreed** - (a) That Tim, Yvonne and Jean be thanked for their presentation, and

(b) that a further report be submitted to a future meeting when the action plan relating to sexual health becomes available.

77 **PATIENT AND PUBLIC INVOLVEMENT FORUMS** - The minutes of the following Patient and Public Involvement Forums were submitted to Members for information and comment -

- Yorkshire Wolds and Coast of 14th February and 14th March, 2005
- East Yorkshire of 15th February and 16th March, 2005
- Hull and East Yorkshire Hospitals of 8th March, 2005
- Humber Mental Health Teaching of 24th February and 31st March, 2005
- Tees East and North Yorkshire Ambulance Service of 23rd February and 30th March, 2005

Members also received a summary of consultation events held by the PPI Forum for East Yorkshire regarding health services in the Beverley locality. Clive Waddington informed Members of his involvement with the Beverley consultation and of other consultation exercises he had been involved in with the East Yorkshire Primary Care Trust. Concerns had been expressed regarding the operation of the Out of Hours Service, both for general practitioners and pharmacies.

**Agreed** - (a) That the minutes be received, and

(b) that the Strategic Health Authority be requested to attend a future meeting of the Committee to give details of the Out of Hours provision available within the East Riding.

78 **OVERVIEW AND SCRUTINY WEBSITE** - Members were informed that proposals for the introduction of an Overview and Scrutiny Website were under consideration and that staff had been allocated to undertake the project. A demonstration of the website would be given to Members before it became operational. Consideration was also being given to other methods of communicating with residents.

**Agreed** - That the report be noted.
EAST RIDING OF YORKSHIRE COUNCIL

NHS OVERVIEW AND SCRUTINY COMMITTEE

25TH JULY, 2005

PRESENT: Councillors Blake-James (in the Chair), Engall, Gilmour, Hudson, Jefferson, Kingston, Kitchen, McClure, Parsons, Saynor and Walker.

Also in attendance: Members of the Press - 0
Members of the Public - 1

The following people also attended the meeting:

Liz Vaughan - UK Councils Against Fluoridation
John Hinchliffe - Dental Health Agency
Clive Waddington - East Yorkshire Primary Care Trust Patient and Public Involvement Forum
Paul Wilson - Centre for Reviews and Dissemination, University of York

Officers Present - Andrew Milner (Assistant Chief Executive, Communication) and Helena Coates (Overview and Scrutiny Team Leader).

The Committee met at County Hall, Beverley.

79 DECLARATIONS OF INTEREST - There were no declarations of personal or prejudicial interest relating to the item on the agenda.

80 MINUTES - There were no minutes to agree as the Minutes of the last NHS Overview and Scrutiny Committee were on the Agenda for the next regular NHS Overview and Scrutiny meeting, and the meeting of 25 July 2005 was an additional meeting.

81 PRESENTATION BY PAUL WILSON OF THE CENTRE FOR REVIEWS AND DISSEMINATION - The Centre for Reviews and Dissemination was funded by the Department of Health. The Centre undertook systematic reviews summarising literature on any topic.

The Government commissioned the Centre to undertake a review in relation to water fluoridation to obtain an overview of policy and research to date. The research found there had been a substantial amount of poor quality evidence and research, that at best the evidence was unreliable, but that there was some indication of benefit in terms of tooth decay where water was fluoridated. The research suggested dental fluorosis (which occurs where there are higher levels of fluoride) was a risk and that there was no significant reduction in health inequalities. Substantial evidence was not of sufficient quality to make a decision in relation to harms. The review concluded that further research was required that was of a higher level, especially with regards to water fluoridation and its contribution to a reduction in health inequalities. Further to that, Central Government and the Medical Research Council had established a working group to look at further research in these studies.

To summarise there was uncertainty with regards the quality of the evidence base, making it difficult to conclude whether water fluoridation was desirable, and what the medical and dental risks
were. The evidence demonstrated water fluoridation presented a small benefit in relation to reducing tooth decay, and potential harm with regards to dental fluorosis. It had not been possible to assess other potential harms.

To place the quality of evidence in context, NICE the National Institute for Clinical Excellence would not licence a drug on the basis of the quality of evidence that was currently available.

82 PRESENTATION BY JOHN HINCHLIFFE OF THE DENTAL HEALTH AGENCY - The presentation outlined that the EU limits on fluoride particles in water was 1 to 1.5 part per million. This 1 to 1.5 parts would result in a good reduction in tooth decay. There had been several trials in relation to water fluoridation both in Britain and in the United States. Trials in the United Kingdom included at Watford, Kilmarnock and Anglesey. They reported that in five to eleven year olds there was a reduction in tooth decay where fluoridation existed. It was also demonstrable that after eleven years there was an increase in tooth decay when water fluoridation was withdrawn in Kilmarnock.

The advantages of fluoridation were:

(i) fluoride occurs naturally;

(ii) the best dental health was achieved in areas where there was 1 to 1.5 parts per million fluoride in water;

(iii) that the best dental health was found where water was artificially brought to that level;

European Union regulations stated that one should not be supplied with water in excess of 1.5 parts per million as this could have a detrimental effect, and that Yorkshire Water could quite legally supply water containing fluoride up to that level.

League tables demonstrated that in the top ten areas with the best dental health, only area one, area five and area ten were unfluoridated. On average dental health was better in areas with fluoridated water.

In terms of dental fluorosis and the dangers of fluoridation this was only dangerous if fluoride was present in excess levels. This was confirmed in Birmingham and the West Midlands where fluoridated water was provided to over 6 million people. If fluoridated water presented medical or dental problems this would have been evident.

High levels of mottling on teeth and dental fluorosis would have indicated the wrong use of fluoride supplements either as a result of swallowing toothpaste or by taking additional supplements.

Following the York Review, the Royal College of Physicians saw no reason to change its position, which was to recommend water fluoridation. The Water Act 2003 required that water companies supply fluoridated water if requested to by Health Authorities. The Water Fluoridation (Consultation) Regulations 2005 outlined the consultation process in relation to water fluoridation. The process by which consultations would take place was that the Strategic Health Authority would ask the Primary Care Trust whether there were dental health problems. If the Primary Care Trust indicated that there were substantial problems then the Strategic Health Authority would undertake an option appraisal to see if it were technically feasible to add fluoride to the water. Providing it was technically feasible, then the Health Authority would go to public consultation. This process would be confirmed in guidance issued by the Department of Health to Primary Care Trusts and Strategic Health Authorities. It was unlikely that any action would be taken in relation to this area before 2006.
PRESENTATION BY LIZ VAUGHAN UK COUNCILS AGAINST FLUORIDATION - Fluoride was registered as a part 2 poison. There were human rights issues with regards putting fluoride in water as it would mean that people were taking a medicine that they had not chosen to take. In order to remove fluoride from water the most effective means was a reverse osmosis machine which would cost approximately £400.00. The UK Councils Against Fluoridation objection to fluoride in water was based on three key areas (i) risk assessment, (ii) medical issues and (iii) dental issues.

(i) Risk Assessment - Risk Assessment focused on the challenges facing the transportation of fluoride as a toxic substance. Tankers entered docks from Belgium, Holland and Spain. The transportation of fluoride was extremely dangerous. Fluoride was on the dangerous substances list in the United States. There was an example of leakage of fluoride following its transportation by boat from Bilbao to Dublin.

(ii) Medical Issues - The criteria for the York Review were narrowed so only water fluoridation was considered rather than the issue of fluoride as a whole. One of the side effects of water fluoridation was neurotoxicity which could lead to reduction of IQ in children. Research in India indicated that natural water fluoridation could result in paralysis.

(iii) Dental Issues - The York Review findings had been misconstrued to indicate support for water fluoridation. In fact the York Review findings concluded that the evidence was weak, contradictory and unreliable.

Consumption of fluoride could result in dental fluorosis which could cause significant dental problems. Fluoridation did not reduce health equalities. In terms of the cost implications, the cost per head of dental services in Birmingham was 20% more per person than in unfluoridated Bradford.

Following the presentations, there were discussions regarding dental health education and whether this was an alternative to fluoridation; whether fluoridation had an affect on wild life; whether it would be better to put money into dental nurses than into fluoridated water and whether there was evidence that fluoridated toothpaste could have a detrimental affect on teeth. It was indicated that a project on dental hygiene was running through Surestart. Following consideration of all the issues raised by the three presentations the Committee agreed the following:-

Agreed - (a) That there was not enough evidence available nationally to indicate that there would be any benefit from a Review Panel in relation to water fluoridation at this time;

(b) that were the Strategic Health Authority to determine that consultation was necessary, the Committee would wish to be included and to contribute to this consultation, and

(c) that a copy of these minutes be made available to the Health Authority.
EAST RIDING OF YORKSHIRE COUNCIL

CHILDREN AND YOUNG PEOPLE OVERVIEW AND SCRUTINY COMMITTEE

6TH JULY, 2005

PRESENT: Councillors Clark (in the Chair), Gilmour, Hardy, Hudson, Jackson, Lynn, McClure, Pickering, Pollard, Rudd, Suggit (substitute for Gray) and Walker.

Co-opted Members - Mrs. M. Grady, Mrs. J. Jack, Mr. J. Killeen and Mr. D. Secker.

Officers present: Mr. P. Butler - Inclusion and Access Manager
Mr. D. O’Neill - Youth Offending Team Manager
Mr. M. Fairbank - Senior Advisor
Ms. M. Boswell - Senior Policy Officer
Miss E. Redmayne - Principal Educational Psychologist

Also in attendance: Members of the public - 0
Members of the press - 0

The Committee met at County Hall, Beverley.

573 PERSONAL AND PREJUDICIAL INTEREST - Councillor Hardy declared a personal interest in Minute 6 as she was a provider of support lodging for Hull City Council.

574 NEW MEMBER - The Chairman welcomed Mr. David Secker to his first meeting of the Committee. Mr. Secker had recently been appointed as a Co-opted Member representing parent governors within the secondary sector.

575 MINUTES - Agreed - That the minutes of the meeting of this Committee held on 15th June, 2005, with the inclusion of the words “the Head of the school be invited to that meeting and” in Part (b) of Minute 572 be approved as a correct record.

576 YOUNG PEOPLE IN CUSTODY - Members considered a report of the Director of Customer Services highlighting some of the recent changes in the use of custody for young people aged 10 to 17, the use of custody in the East Riding and the issues faced in reintegrating young people back into the community.

The overwhelming majority of custodial sentences were given to males aged 16-17. Custodial sentences represented only 3% of all sentencing decisions and the overwhelming majority of young people remanded into custody were 17 and fell under adult provision.

Since January 2004 19 young people had been released into the community, 17 of them being male. The major challenge facing the Youth Offending Team and partner agencies was managing their return into the community. Fourteen young people went to live with parents or relatives, three became “looked after” and went into residential care and two had to be placed in bed and breakfast accommodation until suitable accommodation was identified. All young people had access to education or training provision whilst in custody. One of the problems faced by staff was ensuring that the young people concerned maintained access to education training and employment.

Members asked a number of questions arising from consideration of the report, in particular, the difficulties faced in obtaining suitable accommodation for people leaving custody and ensuring that they were able to attend appropriate educational institutions.
Agreed - (a) That the report be noted;

(b) that a representative of the Council’s Housing Section be invited to the next meeting to discuss issues regarding the provision of accommodation for recently released young offenders, and

(c) that information be submitted to the next meeting on the resource implications affecting young people in custody, including the likely costs of providing transport for young people to appropriate educational institutions.

577 CODE OF CONDUCT FOR FIXED PENALTY NOTICES FOR PARENTS OF TRUANTS - The Director of Children, Family and Adult Services submitted a report on the introduction of fixed penalty notices for non-attendance at school. The notices were introduced on 1st January, 2005 and 80 referrals had been received from schools since that date. Of the 80 referrals, 34 warning letters had been issued, 24 notices had been issued and 22 referrals did not meet the criteria of the Code of Conduct. Of the 24 fixed penalty notices issued 3 recipients paid the £50 fine within 28 days, four had been increased to a fee of £100 because they had not paid within 28 days, the remaining 17 were still within the 28 day period for payment.

The report gave details of the Code of Conduct which must be followed when considering the issuing of a fixed penalty notice. It was emphasised that this was not the only way of dealing with truants and there were other strategies which might be used, depending on individual circumstances. Members discussed the content of the report and the need to ensure that appropriate action was taken to reduce the level of unauthorised absences.

Agreed - (a) That the report be noted, and

(b) that a further report be submitted in January, 2006 and that that report should include information relating to the ages of children involved and details of their geographical distribution.

578 RACIAL INCIDENTS - The Director of Corporate Policy and Strategy submitted a report setting out information on the number and nature of racial incidents that had been recorded by the Council and Schools in the East Riding during 2004/05. The total number of racial incidents had fallen from 145 in 2003/04 to 117 in 2004/05. Those in schools had fallen from 115 in 2003/04 to 102 in 2004/05. The figures for schools covered the Summer, Autumn and Spring Terms. The report set out the nature of the bullying and gave details of the gender and racial background of both victims and perpetrators.

Following a review of arrangements for recording racial incidents improvements had been introduced, the key ones being, a common e-form for use by schools and Council employees and additional support for schools who received increasing number of pupils who did not speak English on arrival in the school.

Agreed - (a) That the report be noted, and

(b) that reports on racial incidents be submitted to this Committee every six months and that in future they should include reference to the number of incidents reported to the police as well as those reported to the Council.

579 PUPILS WITH EMOTIONAL OR BEHAVIOURAL DIFFICULTIES - The Committee received the conclusions and recommendations of the Panel set up to review support
currently provided for pupils in the East Riding with emotional or behavioural difficulties. The Panel had identified options and made recommendations to improve behaviour support in order that a reduction in exclusions and improvement in achievement, especially for vulnerable children, could be achieved. Members were asked to consider the recommendations of the Review Panel before the report was considered by The Cabinet.

The Panel had identified further work which it was felt should be undertaken. This work related primarily to the investigation and assessment of the value for money of the various elements of support which were detailed in the report. The outcomes of the second stage of the review would be submitted to a future meeting.

Agreed - (a) That subject to the substitution of the words "in January 2006" for "six months after conclusion of this review" in paragraph 11 on page 4, the recommendations be approved and be adopted, and

(b) that the report be referred to The Cabinet.

580 SCHOOL ATTENDANCE - The Committee discussed the circumstances in which children were alleged to have been attending school on a part time basis. The Director of Children, Family and Adult Services reported that every child should attend education on a full time basis in accordance with legislation. However, there could be occasions when part time attendance might be appropriate but that this should be always for a specified period of time. Appropriate action was always taken when the Authority was made aware of non-attendance.

Agreed - (a) That the report be noted, and

(b) that the Director of Children, Family and Adult Services be requested to investigate the current position regarding part time attendance and if he deems it necessary, submit a report to a future meeting of this Committee.

581 WORKLOAD - Members requested an update on the outstanding issues which the Committee had undertaken to investigate further. The Director of Corporate Resources submitted his comments and stated that a report on outstanding issues would be submitted to Members.

Agreed - That a report on outstanding issues be submitted to the September meeting of this Committee.
EAST RIDING OF YORKSHIRE COUNCIL

GREATER PROSPERITY OVERVIEW AND SCRUTINY COMMITTEE

7TH JULY, 2005

PRESENT: Councillors Cross (in the Chair), Bird, Burton, Chadwick, Faulkner, Gilmour, Gray (Substitute for Cox), Jefferies, Kay, Neal and Stead.

Councillor Hudson attended the meeting as an observer. Councillors Christine Allerston and Raymond Allerston attended the meeting as observers in respect of Minutes 215 to 217. Councillor Everson attended the meeting as an observer in respect of Minute 218.

Officers present: Alan Menzies - Assistant Chief Executive (Economic Development), Helena Coates - Overview and Scrutiny Team Leader, Julie Pledger - Committee Manager.

Huw Roberts, Director of Customer Services attended the meeting in respect of Minute 218.

Also in attendance: Press - 0
Public - 0

The Committee met at County Hall, Beverley.

215 DECLARATION OF INTERESTS - Councillor Kay declared a personal interest in connection with Minute 218 due to having relatives living in the area of Brough.

216 MINUTES - Agreed that the minutes of the meeting held on 2 June 2005 be approved as a correct record subject to the inclusion of the following:-

214 LEISURE SERVICES REVIEW PANEL - The Committee requested information regarding the progress of this Panel.

Agreed - That an update of the progress of this Panel be received at a future meeting.

217 CHALLENGES OF ESTABLISHING NEW BUSINESSES IN THE EAST RIDING AREA - The Assistant Chief Executive (Economic Development) gave a presentation on this issue. The presentation was based around that previously given on Beacon Council status. Three challenges to the establishment of new businesses were identified.

1. Physical Distance.
3. Diverse Economy.

Business centres supported new and establishing businesses, and currently existed in Bridlington, Driffield, Beverley, Goole and Market Weighton. There was a team of eight business advisors located in business centres. All had private sector experience and all were individually accredited in business counselling. There were also specialist advisers available, for example, through Princes Trust and Youth Business Advisors. New businesses interfaced with the Council in many service areas, for example, environmental protection, food safety, trading standards and non-domestic rates. East Riding of Yorkshire Council worked in partnership with other public and private sector organisations in the establishment of new businesses, for example, Bishop Burton College, Business Link, the University of Lincoln and Educon.
Business centres received approximately 1000 enquiries last year. Since 2001 the service had helped 264 new businesses to start up. Inward investment had seen substantial private money move into the area and resulted in 1800 new jobs.

The presentation outlined the different scales of enterprise activity in the East Riding of Yorkshire. It also addressed the gross value added elements. East Riding of Yorkshire Council area represented 66% of the UK average. Within the region only an area of South Yorkshire had a lower gross value added than the East Riding. Hull performed much better. In order for the Humber Regional area, which was made up of four authorities, to match the UK average 4,800 new businesses would need to be created resulting in 14,500 new jobs.

Accreditation and recognition, especially from external bodies was extremely important, for example, from the Audit Commission. There were only four Beacon Councils in the country and the East Riding of Yorkshire was one of these.

The future would see the completion of the Market Weighton Enterprise Village and new centres established in Pocklington, Withernsea, South Holderness, Goole and Brough.

In response to enquiries it was confirmed that the Council monitored closures of new businesses. It was stated that while the Council offered support to new businesses wishing to start it does not advise any particular area of business for them to start in. The relationship between planning and the establishment of new businesses was discussed. It was noted that planning restrictions might prevent the use of former agricultural buildings for new businesses. The lack of provision for a processing plant along the east coast for processing fishing catch was noted, and the Council had incorporated this in the Bridlington Marina development plan.

Agreed - (a) That the Assistant Chief Executive, Economic Development, be thanked for his presentation, and

(b) that the Committee recognised that East Riding of Yorkshire Council is performing well in this area which is reflected in its Beacon Council status.

218 ISSUES SURROUNDING PARKING FOR COMMUTERS - The Chairman explained that it was not the remit of Overview and Scrutiny to address operational issues. The issue was about the impact commuters and commuting have on small areas where people travelled to them to use the stations to travel on to elsewhere. The problem was exemplified in Brough, however that was not the only area to be affected. Members wished to understand who the parties involved were, and the approach of the Council in addressing such issues.

Helen Haskayne of Trans-Pennine First Group gave a presentation. Trans-Pennine was concerned with transport integration, i.e., the relationship between other types of transport and rail travel as that was a means of getting people on to trains. It was through this that they were also concerned with car parking. It was confirmed that the day-to-day management of car parks was outsourced to NCP however Trans-Pennine First Group maintained decision-making control.

In relation to Brough it was suggested that the cause of the increased numbers of people parking was not related to any change in car park charges as the number of people using the car parks has stayed the same, but that there had been a growth in the number of passengers. Trans Pennine have been in discussion with the Council regarding building a new car park on the other side of Brough railway station. Trans Pennine were currently 18 months into their eight-year franchise agreement and were committed to increasing capacity.
Huw Roberts, Director of Customer Services, indicated that it was possible for residents to request a Residents Parking Scheme. In some cases that could be a very negative step as it could drive people to parking elsewhere.

**Agreed** - (a) That Helen Haskayne be thanked for her presentation;

(b) that a joint meeting between Environment and Transport and Greater Prosperity Overview and Scrutiny Committees be convened;

(c) that the membership of this meeting be halved between the two committees on the following basis:-

   a. 5 Conservative Members, 4 Liberal Democrat Members, 2 Labour Members and 1 other Member;

(d) that as part of this joint meeting there is a site visit to Brough;

(e) that the meeting looks at how commuter parking affects residents in other areas;

(f) that a petition relating to parking at Brough Station be presented to the Joint Meeting, and

(g) that the meeting be held on 30th August, 2005.

**219  FORWARD PLAN OF KEY DECISIONS** - The Committee noted that there were no items in the most recent Forward Plan of Key Decisions that fell within terms of reference of this Committee and had not already been reported to Members.

**220  FUTURE BUSINESS** - The Chairman asked the Committee if there were any areas they wished to appear on future agendas. Members proposed items as follows:

(a) Renaissance Market Towns – the Committee would like an update on these.

(b) Master Plan for Beverley - Was there one? What was it proposed Beverley will look like in the future?

**Agreed** – That these matters are considered at a future meeting.
EAST RIDING OF YORKSHIRE COUNCIL
SOCIAL WELLBEING OVERVIEW AND SCRUTINY COMMITTEE

8TH JULY, 2005

PRESENT: Councillors Kingston (Chairman), C. Allerston, Chadwick, Clark, Engall, Hudson (as substitute for Councillor Chapman, M.B.E.) Jackson, Kitchen, Lynn, Mearns, Rudd (as substitute for Councillor Blake-James) and Suggit.

Messrs. A. Glaholm, T. Hulse and G. Main also attended the meeting in a non-voting capacity.

Councillor Saynor also attended the meeting.

Also in attendance: Press - 2
Public - 6

Mr. J. Blackmore (Director of Corporate Policy and Strategy), Mr. D. Rhodes (Head of Adult Services), Mr. B. Jackson (Democratic Services Manager), Ms. J. O’Connell (Project and Practice Development Officer), Dr. B. Holt (National Health Trusts), Mr. T. Burns (PD Services), Mr. K. Moore (Holland House Action Group) and Mr. J. Whyley (Senior Committee Manager (Overview and Scrutiny)) also attended the meeting.

The Committee met at County Hall, Beverley.

83 WELCOME - On behalf of the Committee the Chairman welcomed the tenants’ representatives, members of the public, Mr. Burns, Mr. Moore and officers to the meeting.

84 LONDON - The Committee extended its thoughts and sympathies to all those affected by the recent bomb attack in London.

85 PERSONAL AND PREJUDICIAL INTERESTS - No personal or prejudicial interests were declared in connection with any of the items contained on the agenda.

86 MINUTES - Agreed - That the minutes of the meeting held on 1st June, 2005 be confirmed and signed as a correct record.

MATTERS ARISING

87 Strategy for Older People in the East Riding - Further to Minute 81(b) in relation to the proposal that the Authority should look positively at employing those over pensionable age, the Head of Adult Services reported that the issue had been raised with the Head of Human Resources in respect of the Authority’s response relating to age discrimination legislation coming into effect in October 2006. As far as the Strategy was concerned, reference had also been made within the action plan about this issue.

88 REVIEW OF THE PROCESS FOR THE CLOSURE OF PRIVATE NURSING HOMES - The Committee reviewed the policy adopted by the Authority when notified of the closure of a nursing home. This issue had arisen following the closure of a nursing home in Goole in March 2004. This had raised a number of issues culminating in a thorough review by the Authority to identify what lessons had been learnt and to evaluate how the closure had been
managed from the viewpoint of residents, relatives and new care home managers in order to identify areas for improvement in future such circumstances.

Representatives from PD Services and Holland House Action Group had also been invited to comment upon the process and also to identify any issues for consideration. As part of the review process, officers from the Authority had also researched best practice as well as the pace and control of the closure in terms of the transfer of staff and the control that could be exercised during this process. A key area identified was the importance of lines of communication in terms of identifying relevant contacts for overseeing a closure. Communication was important to ensure relevant parties were kept aware of all issues.

There was concern expressed that for any closure, the timescales had to be viable for all parties involved and conducted along best practice lines. It was recognised that no one agency had complete control of events during the closure process although there could be some benefit in this. A key role was that played by the Commission for Social Care Inspection as this body had to approve any proposed closure.

Work had been undertaken by the Authority into the nature of contractual arrangements with nursing homes. As part of the review, a best practice guidance had been developed. The Authority had found that the best results could be achieved where consensus was reached between the agencies involved, rather than stipulating timescales for closure. All parties recognised and understood the need for flexibility.

Although the experiences arising from Holland House had led to the review, overwhelmingly closures within the East Riding were undertaken successfully.

Agreed - That the report be noted.

89 REVIEW OF EXTRA CARE HOUSING WITHIN THE EAST RIDING - The Committee gave consideration to the report produced by the Extra Care Housing Review Panel. The Panel had been set up to look at the provision of extra care housing within the East Riding. At its initial meeting, the Panel was advised that extra care housing was a service designed for older people who wished to remain independent for as long as possible, but who needed help and support on a regular basis to make this feasible.

The context in which the Panel was undertaking the review was of a nationally aging population with a change in the focus of housing with care of older people. The Panel had noted that in recent years, there had been a move from institutional care towards support that encouraged independence and activity. This in turn allowed people to stay in their homes for longer.

The report considered by the Committee identified the findings of the Panel. It also detailed the visits the Panel had undertaken as well as the advice received from expert witnesses who had assisted the Panel by providing information and evidence as part of the process.

Agreed - (a) That the report be noted, and

(b) that the Committee endorses the findings of the Review Panel and that they be submitted to The Cabinet for consideration.

90 WORKFORCE ISSUES IN ADULT SERVICES - The Head of Adult Services gave a presentation about workforce issues within Adult Services. On a national basis, there were approximately 1.2m people employed in Social Care. Therefore it had a significant effect in terms of the economy and employment. Up to 4% of the national workforce and 15% of the public sector
workforce were involved in social care work. In the East Riding, there were approximately 1,100 people employed in social care work by the Authority and 5,100 within the independent sector. The quality of service provided was overwhelmingly reliant upon the skills and motivation of the social care workforce. A major issue for the service was the recruitment and retention of staff coupled with adequacy in staffing levels. Given the national pressures of an aging population, service area activity was becoming more important. Social care needs were growing at 3% per annum, however the labour force was not mirroring this increase.

Training and Development was an important issue. However, training and qualification expectation were not consistently reflected in the pay and status of careers in social care. Overall the service was a critical area for the Authority, and efforts would concentrate upon promoting work within Social Services as a career.

The issue would be addressed in five ways:-

- The Authority would be a competitive/good employer.
- “Growing our own”.
- Increasing the available pool of potential labour.
- Maximising the use of alternative person to person care.
- Integration through the more efficient use of resources such as liaison with the Health Service.

The aim overall was to utilise what was currently available to best advantage.

Agreed - (a) That the report be noted, and

(b) that the issue be considered further at a future meeting of the Committee.

91 FORWARD PLAN OF KEY DECISIONS - Details of those issues within the current Forward Plan that related to the activities of the Committee were reported.

Agreed - (a) That the report be noted, and

(b) that a seminar be held on the delivery of Integrated Strategies and Services to which all interested parties including the Health Service should be invited.
EAST RIDING OF YORKSHIRE COUNCIL
SAFER AND STRONGER COMMUNITIES
OVERVIEW AND SCRUTINY COMMITTEE

14TH JULY, 2005

PRESENT: Councillors Beck-Taylor (Chairman), Chadwick (as substitute for Councillor Abraham), Cox, Darley, Guest MBE, Raddings, Rudd, Stead, Stroud, Tress and Wastling (as substitute for Councillor Mearns).

Mr. S. Wilson (Group Manager CPU North-East), Mr. J. Wilson (Arson Control Manager), Mr. N. McKiniry (Operational Performance Manager), Ms. T. Harsley (Crime and Disorder Reduction Manager), Mr. T. Froggatt (HANWAG) and Mr. J. Whyley (Senior Committee Manager (Overview and Scrutiny)) also attended the meeting.

Also in attendance: Press - 0
Public - 0

The meeting was held at the offices of Humberside Fire Brigade, Bessingby Way, Bridlington.

195 PERSONAL AND PREJUDICIAL INTERESTS - No personal or prejudicial interests were declared in connection with any items contained on the agenda.

196 MINUTES - Agreed - That the minutes of the meeting held on 2nd June, 2005 be confirmed and signed as a correct record.

197 COMMUNITY PROTECTION UNITS - The Units were created in 2004 with multi-posts to facilitate efficiency and bring about inter-linked working between departments of the service in order to bring about a “one stop shop”. This development had proved successful with scope for continued development. The staffing arrangements for these units were outlined as well as their locations within the Humberside area. A key aspect of this work was the Community Safety Advisers, whose remit was to link with the community and show that the Fire Service was approachable and accessible. In particular, efforts were concentrated upon making contact with those elements within society who were difficult to reach.

Additionally, there was a Technical Fire Safety Officer who advised businesses about fire safety within buildings, which included holding workshops for the benefit of hoteliers and the licensed trades. The Arson Control Manager’s work was directed at youth intervention, which included linking with the local authorities. The role also included mentoring schemes and to date was producing encouraging results. The aim was to lift youth self-esteem as well as bring about improvements within community safety.

The overall aim was to bring about safer communities whilst ensuring the operational protection of fire fighters. This goal would be secured by working towards a proactive rather than reactive role for the service. As part of this process the service had a number of targets to achieve which had been set by the Office of the Deputy Prime Minister (ODPM) and also the Crime and Drug Reduction Partnership (CDRP). These were:

- 20% reduction in fire deaths in the home by 2010 (ODPM target).
- 10% reduction in deliberate fires by 2010 (ODPM target).
- 13% reduction in accidental dwelling fires by 2008 (CDRP target).
• 21% reduction in injuries arising from accidental dwelling fires by 2008 (CDRP target).
• 17% reduction in vehicle arson by 2008 (CDRP target).
• 16% total arson reduction by 2008 (CDRP target).
• A reduction in the number of people killed or seriously injured in road accidents (CDRP target).

As part of this work the Unit had concentrated on preventing fires within homes because of the high concentration of dwellings in the Bridlington area where there was a range of potential fire dangers. Each incident was recorded to inform the Service’s database. It also included details of the causes of any incident.

The work of the Unit concentrated principally upon the vulnerable, such as single dweller occupants, single parent families, the elderly and hard to reach groups which included those with alcohol or drug dependencies. The likelihood was that many of these people lived in private rented accommodation, therefore there was interaction with landlords at an early stage to raise fire awareness issues. As part of this process areas had been identified in terms of risk and the service was working within those worst areas to bring about improvement. This included undertaking home fire risk assessments for residents.

Evaluation of fire incidents identified a number of key areas which the community had to be aware of. Smoke detectors were valuable as a fire warning method as they gave the public a time margin in which to escape fires. With this in mind the Fire Service had embarked upon a campaign of fitting alarms. These alarms had a ten-year lifespan and were tamper proof. The key issues that resulted in fire fatalities were identified as:-

No smoke detector
No escape plan
Doors were not kept shut
No night-time routine
No escape route available

In order to raise awareness, the Service was using television, radio, newspapers, specific Brigade publicity and targeted local intervention. This included undergoing training in awareness of cultural differences to ensure that all sections of the Humberside community could be educated about and assisted in incidences of fire. The Service was also implementing schemes such as the New Tenants’ Initiative as part of its proactive role in raising awareness and bringing about a greater degree of safety.

Intervention work, particularly with youths, was having an impact upon areas such as deliberate fire-setting trends. This again was part of the Service’s prevention role and included educational measures such as visiting schools and making members of the Service approachable. The working patterns of the fire service staff had also altered in an attempt to make it easier to contact those in the hard to reach groups whose lifestyles and living arrangements meant they were not easily accessible during a normal working pattern. Another key element was the creation of good partnership working with those other agencies and organisations involved in developing safer communities. In an attempt to integrate itself further with the community, the Unit had also built a community centre on its Bessingby Road site for use by residents free of charge. Contact had also been made with Sure Start and the DVAP so that fire risk assessments could be undertaken as a matter of urgency for those vulnerable members of society that those organisations dealt with. Linkage had also been made with the Princes Trust with the Unit providing team-building exercises to instil discipline for those adults in the 16-24 age range, whilst schools and colleges were being targeted via mentoring and specific fire related subjects.

Agreed - (a) That the report be noted, and
(b) that the representatives of the Humberside Fire Brigade be thanked and congratulated on their informative presentation.

198 FORWARD PLAN OF KEY DECISIONS - Consideration was given to those issues that were in the current Forward Plan and related to the activities of the Committee.

Agreed - That the report be noted.
EAST RIDING OF YORKSHIRE COUNCIL
ENVIRONMENT AND TRANSPORT OVERVIEW AND SCRUTINY COMMITTEE

20TH JULY, 2005

PRESENT: Councillors Wilkinson (Chairman), Abraham, C. Allerston, Bayram, Beck-Taylor, Boatman, Clark, Faulkner, Gray, Hardy, Hudson, Hunter (as substitute for Councillor Pollard), Jackson, Kay (as substitute for Councillor Raddings), McClure (as substitute for Councillor Knight), Parsons (as substitute for Councillor Gilmour), Rudd, Smith and Suggit.

Mr. N. Leighton (Head of Infrastructure and Facilities), Mr. B. Jackson (Democratic Services Manager), Mr. M. Longbottom (School Governor, Hallgate Infant School), Ms. A. Hall (Headteacher Hallgate Infant School), Miss C. Friar and Mr. P. McConnon (School Travel Plan Advisors), Mr. P. Copeland (Assistant Principal Engineer), Mr. G. Riley (Regional School Travel Plan Advisor), Mr. D. Waudby (Group Manager - Civil Engineering), Mr. P. Bellotti (Forward Planning Manager) and Mr. J. Whyley (Senior Committee Manager (Overview and Scrutiny)) also attend the meeting.

Councillors Owen and Worsdale attended for Minute 339.

Councillor R. Allerston also attended the meeting.

Also in attendance:-
Press - 0
Public - 4

The Committee met at County Hall, Beverley.

335 PERSONAL AND PREJUDICIAL INTERESTS - Councillors McClure and Worsdale declared personal interests in relation to Minute 338 insofar as schools at Hallgate and Sigglesthorne on which they sat in their capacity as school governors were instigating such Plans.

336 MINUTES - Agreed - That the minutes of the meeting of this Committee held on 8th June, 2005 be confirmed and signed as a correct record.

MATTERS ARISING

337 Petition - Maintenance of Trees on Willerby Embankment - Further to Minute 326 confirmation would be sought on when a report would be submitted to the Committee.

338 ROAD SAFETY OUTSIDE SCHOOLS - The members of the Panel for Road Safety Outside Schools had produced a report containing a series of recommendations. The joint meeting of the Environment and Transport and Children and Young People Overview and Scrutiny Committees was given an update upon progress towards the proposals recommended by the Panel. As part of this process members of the joint meeting undertook a site visit to Minster School, Beverley to look at its scheme. Additionally representatives from Hallgate Infant School attended the meeting to speak about their perceptions arising from School Travel Plans and the benefits of such schemes. Hallgate School’s experience in the development of a School Travel Plan had been positive as it linked to other issues such as promoting healthier lifestyles for children whilst bringing about environmental improvement through a reduction in car usage. The project had created great interest within the community and from experiences to date, would recommend the exercise to any other school considering embarking upon it.
Mr. Riley, the Regional School Travel Plan Advisor reported that the Authority was recognised as a leader in this field and was well regarded throughout the country. This recognition included the adoption of the School Travel Plan logo by the Department of Transport for official use. Overall the scheme was long term as the aim was to change travel habits that had developed over the previous 30 to 40 years. Although future revenue funding was uncertain, capital funding had been approved up until 2008. An announcement was expected about revenue funding but the timescales for this were uncertain.

An added bonus identified via the Hallgate Infant School scheme was that parents were able to spend quality time with their child whilst walking to school. Indirectly it had also brought about improved behaviour with parents overseeing their children.

The review of road safety outside schools had also recommended the undertaking of an awareness raising exercise to highlight the negative impact of using cars to transport children to school rather than using other options such as walking or cycling. As part of the awareness raising campaign linkages had been made with many other organisations within communities to promote safer road usage. The Road Safety Team had also supported the annual programme of national campaigns. This had included national advertisements on TV, radio, cinema and in the press as well as having available supporting materials. There had also been local campaigns aimed at specific groups such as older and younger drivers whilst other schemes included Smartrisk Heroes, Trucksafe, Theatre in Education, Sally and Simon and Superkids. Temporary speed indicator devices were also available to reinforce speed limits and had been warmly received by local residents when used at locations where it had not been possible to erect permanent signage.

The Authority also chaired the Casualty Reduction Partnership which brought together stakeholders with an interest in the reduction in the number of people injured on the roads. This partnership included the Police, Fire and Rescue, Ambulance Services, NHS Trusts, Safer Communities and interest groups. The Group aimed at targeting resources and co-ordinating activities to maximise the effectiveness of education, engineering and enforcement measures to bring about greater safety.

A key element of road safety was also provided via cycling and pedestrian training which equipped children with the necessary skills to use more sustainable methods for travelling to school and also reduced the chance that they would be involved in an accident. The Road Safety Team had developed a resource to deliver training programmes in a professional, effective and consistent manner to every school in the area.

The process adopted for School Travel Plans within the East Riding had successfully delivered more than the targeted number of schools. This work had attracted a great deal of positive media attention as well as professional recognition. Excellent working relationships had been established with headteachers and school governors and more importantly they had actively engaged the support of many pupils and parents to promote the aims of safe and sustainable travel to school. The Panel had set the challenging target of producing 26 School Travel Plans in 2004/05. The Road Safety Team had significantly exceeded this target and completed 35 Plans during that period. All the completed Plans were of a particularly high standard and had allowed all the schools concerned to draw down capital reward funding from Central Government. At the current rate of success the Authority was on track to exceed the Government’s deadlines for universal school travel plan coverage by 2010. The target of 40% of schools having Plans by 2006 was also likely to be exceeded.

Within the 2005/06 capital programme £200,000 had been allocated for implementing safer routes to school schemes. This included features such as pedestrian crossings, waiting restrictions and new cycle/pedestrian shelters. The programme was prioritised in line with the Panel’s recommendations and would deliver the maximum impact and benefit from available resources. In addition to this dedicated programme of works several other capital initiatives were helping to achieve...
the goals of improved road safety outside schools such as the scheme for vehicle and pedestrian segregation on school sites.

Although the number of accidents and casualties within the East Riding for 2004/05 had fallen, traffic volumes continued to grow. Consequently road safety outside schools was still a major problem with progress required in order to merely maintain a stand-still effect in order to mitigate the impact of traffic growth around school sites.

As part of its work the Panel had recommended a second stage to the School Travel Plan process involving the implementation of 20 mile per hour zones, if appropriate and feasible. Coupled to this was a need for engineering measures outside schools to be consistent to ensure that drivers became familiar with road safety measures so that they were able to adjust their behaviour accordingly. Available funding was sufficient to provide a consistent school zone entry treatment outside each of the original 24 schools targeted for School Travel Plan production, however the current budget was insufficient to keep pace with the success rate of producing Plans across the area or to provide 20 mile per hour zones outside each appropriate and feasible school site. Each school that had completed the first stage of the School Travel Plan process was now being assessed for 20 mile per hour zone purposes. It was anticipated that all 35 schools with completed School Travel Plans would be fully assessed by the end of August 2005. This would allow the Road Safety Team to produce a prioritised and robustly costed scheme for implementation throughout the area. In order to assist in the process of identifying schemes there would be a priority rating system so that each scheme could be ranked based on the cost of the necessary measures against the number of casualties. Wherever possible innovative and best practice solutions to minimise the need for vertical measures would be adopted. Currently the Department of Transport was consulting upon its guidelines for setting local speed limits with specific reference to 20 mile per hour limitations. Changes to the guidelines would have an impact upon the Authority’s ability to deliver the Panel’s recommendations.

In summary the Road Safety Team had a successful track record in raising awareness about the negative impacts of the use of the car for transporting children to school. A record number of children were receiving pedestrian skill and practical cycling training as well as improving their safety and changing their travel habits for later life. The Team had equipped people to travel safely and in a more sustainable manner. This would have an impact upon all journeys made not just to or from school. In support of the scheme and wider road safety issues, publicity campaigns had been instigated. Campaigns would continue using a variety of media avenues and be tailored to suit local needs or to support regional and national aims for casualty reduction.

Substantial progress was being made on the 20 mile per hour zone assessment programme with the likelihood that six further schools would have such zones by the end of the year. Success in reducing the number of child casualties also depended upon educating both children and adults as the majority of casualties occurred whilst children were passengers in vehicles. Whilst the number of child casualties was very low on journeys to school, the perception of road safety often affected the chosen method of travel. The measures introduced encouraged a change in people’s travel arrangements as routes were seen as safe and more convenient option for car free travellers.

Overall the Authority was leading the country in the School Travel Plan process with positive relationships having been established with schools.

**Agreed** - (a) That the report be noted;

(b) that the Committee registers its approval of the work undertaken to date in introducing road safety outside schools, and
(c) that all those involved in the delivery of this programme including members of
the community, schools and officers be congratulated upon their efforts.

339 THE HULL TO BEVERLEY TO YORK RAIL CORRIDOR STUDY - At its meeting
on 27th June, 2005 The Cabinet had considered a report based upon a publication by the Countryside
Agency in April 2003 identifying a number of former routes in the Yorkshire and Humber region that
had the potential for re-opening. This had included the Hull to Beverley to York rail corridor. As part
of its deliberations The Cabinet had made the following decision:

“(d) that consideration of the production of a wider local development framework to safeguard
the route recommended by the consultants at Market Weighton, Pocklington and Stamford
Bridge be deferred and consultations be undertaken on that matter at the same time as
consultations on route protection for all other sections of the proposed route”.

This element of The Cabinet’s decision had been called in, in order to consider further the
implications of this proposal and to determine whether the Committee wished to request The Cabinet
to reconsider this element of its decision.

The councillors who had called the decision in and a representative from The Cabinet were
present at the meeting to assist the Committee in its deliberations.

The reasons given for the call-in were that there was a feeling that elements of the route
required protection in those areas where future development could impact upon sustainability of the
route. The Cabinet had felt that the key priority was investigation of funding issues but that
consultation as part of the local development framework would still proceed however it was not
appropriate to identify elements of the route in advance of this process.

Agreed - That the Committee supports the decision of The Cabinet in relation to the
deferment of consultations at Market Weighton, Pocklington and Stamford Bridge and that they should
commence at the same time as consultations are undertaken on route protection for all other sections
of the proposed route.

(In accordance with Standing Order 20.5 Councillors C. Allerston, Beck-Taylor, Kay, McClure
and Smith requested that it be recorded in the minutes that they voted against this decision).

340 THE MEADOWS AND ORCHARD WAY, HOWDEN - DRAINAGE ISSUES -
Further to Minute 327 on 8th June, 2005 when a petition was received from residents at Orchard Way
and The Meadows, Howden seeking the Authority’s assistance to have private foul and surface water
drains that served the estates adopted by Yorkshire Water Services Limited, further consideration was
given to this issue. Research undertaken identified that this was not a unique situation within the East
Riding and records had highlighted a number of similar such instances.

The likelihood was that some incidents of flooding may have occurred due to a lack of
maintenance and cleaning of the surface water system however ownership and responsibility for private
foul and surface water drains rested with the residents of an estate. In the event of Yorkshire Water
Services Limited adopting a drainage system it was likely that there would be a request that the drains
were inspected to verify a minimum acceptable condition. This would entail high pressure water jetting
followed by CCTV surveys and manhole inspections to confirm there were no structural or hydraulic
problems within the system. There was no guarantee that adoption would take place. The cost of
these cleaning and investigative works would rest with owners of the properties. In the event of a
survey uncovering any damage or hydraulic problems within a system, the owners of the properties
would be liable for reparation works as well as the cost of bringing up the system to an adoptable
standard.
The approximate cost for carrying out a one-off cleaning operation would be approximately £5,000. Residents could set up a management group and seek contributions from each property in order to maintain a drainage network. This would be dependent upon every property committing to the agreement and paying a contribution. This could however cause problems when a property changed ownership and private drains were highlighted to a potential purchaser.

The Authority was in a position to assist residents by brokering meetings with Yorkshire Water Services Limited to discuss the commencement of Section 102 adoption processes, however the organisation would only meet representatives on a case by case rather than collective basis.

Agreed - (a) That the report be noted, and
(b) that it be recommended to the Director of Corporate Resources that this Authority assists residents by setting up joint meetings with representatives of Yorkshire Water Services Limited to discuss the commencement of the Section 102 adoption process.

341 PETITION - THE DE-REGULATION AND DE-ZONING OF TAXIS IN THE EAST RIDING OF YORKSHIRE - The Committee received a petition from the Bridlington Taxi Association in relation to the de-regulation and de-zoning of taxis within the East Riding of Yorkshire.

Agreed - (a) That the petition be received, and
(b) that a further report be submitted to the Committee in response to the issues raised.

342 FORWARD PLAN OF KEY DECISIONS - Details of those issues within the current Forward Plan that related to the activities of the Committee were reported.

Agreed - That the report be noted.

343 CAR PARK REVIEW - The Committee considered whether to request the Overview Forum to approve the undertaking of a car park review via the Review Panel process.

Agreed - That it be recommended to the Overview Forum that a Review Panel be established to look at car parking issues.
EAST RIDING OF YORKSHIRE COUNCIL
CORPORATE ISSUES OVERVIEW AND SCRUTINY COMMITTEE

21ST JULY, 2005

PRESENT: Councillors Temple (Chairman), Allerston, Bayram, Beck-Taylor, Guest MBE, Hardy, Hoskins, Jackson, Parsons, Wastling and Wilkinson.

Officers in attendance: Helena Coates (Overview and Scrutiny Team Leader), Simon Lowe (Senior Policy Officer), Neviana Paunova (Policy Assistant) and Gillian Barley (Performance Management Group Manager).

Apologies were received from Councillor Grange.

Also in attendance: Press - 0
Public - 1

The Committee met at County Hall, Beverley.

315 WELCOME - The Chairman welcomed Helena Coates to her first meeting of the Committee.

316 DECLARATIONS OF PERSONAL OR PREJUDICIAL INTERESTS - No personal or prejudicial interests were declared in connection with any of the items considered at the meeting.

317 MINUTES - Agreed - That the minutes of the meeting of this Committee held on 9th June, 2005 be approved and signed as a correct record.

318 RACIAL INCIDENTS REPORT - The Committee considered the latest Racial Incidents Report. It had also previously been submitted to the Children and Young People Overview and Scrutiny Committee. It was outlined that circumstances may affect the volume of complaints made, for example the bombings which had taken place in London were likely to result in an increased awareness and therefore an increase in the number of complaints. It was predicted that there would be an increase in the number of complaints made due to the introduction of the Religious Hatred Bill. It was noted that while there was neither a legal requirement to record religious hatred nor homophobic incidents, the Council could modify its method for recording them by using a model based on the Racial Incidents Reporting Form model.

Financial support had been pledged by the East Riding Crime and Disorder Reduction Partnership, Kingston upon Hull City Council, North Lincolnshire Council (and would hopefully also be forthcoming from North East Lincolnshire Council) to fund a post, based with Humberside Police, to collate information on the number of complaints and data received from both the Police and from local authorities to enable an overarching picture of racial and other hate incidents reported across the sub-region.

The report referred to a survey of people from ethnic minorities who lived in the East Riding which had indicated that only one third of such residents who had made a complaint would report a complaint again. This was clearly an issue to address and partner organisations and the Local Strategic Partnership were evaluating why this was the case. It was agreed that it was important to tackle the issue of racial incidents at a local level, trying to prevent issues occurring. It was agreed that this fell within the terms of reference of the Safer and Stronger Communities Overview and Scrutiny...
Committee. The issue of how the Council informed those who would benefit from this policy was raised.

Agreed - a) That the interpretation facilities available at the Council be promoted, and

b) that the issue of community cohesion and the inclusion of ethnic minority groups be referred to the Safer and Stronger Communities Overview and Scrutiny Committee.

319 QUARTERLY FEEDBACK REPORT - JANUARY TO MARCH 2005 SHOWING COMPLAINTS, COMMENTS AND COMPLIMENTS - It was noted that the total number of complaints had risen by 20% in comparison to the same period in 2003/04. However the level of complaints was at a similar level to 2002/03. This increase was attributed to the Council’s policy regarding the wheeled bin scheme for waste collection and recycling. The introduction of a new policy may cause fluctuations in complaints while it was being introduced.

- Compliments received in the quarter had fallen by 14% however the overall number for the year to date was comparable with the same period last year.

- The number of comments had increased significantly by over 36% compared to the same period for last year.

- The number of complaints and compliments was to be measured against satisfaction levels.

Following the Council’s restructure, Feedback Monitoring Officers were appointed within each Directorate. This was to ensure an integrated and consistent response to complaints. Where one complaint included issues which fell within different Directorates the letter of complaint was passed to the Directorate with the greatest responsibility. It was then forwarded to the Feedback Monitoring Officers in the other relevant Directorate areas. It was confirmed that the monitoring of complaints, compliments and comments was used as a local indicator and was not related to CPS assessment. Customer satisfaction levels were reported to CPA.

Concern was raised regarding the issue of when a matter was a complaint and when it was a request for service. In particular Members noted that where they had made what they would consider complaints these were treated as requests for service and therefore did not fall within the figures for complaints. It was therefore requested that clarification be given to Members about how to formally register a complaint. It was confirmed that there had been publicity in East Riding News regarding how to make and report complaints, furthermore there were leaflets in the Customer Service Centres and a definition of a complaint and the relevant processes were also outlined on both the Internet and Intranet sites. The CitizenLink Networks also contained this information. It was agreed that the issue of publicity should be looked at again and information contained in the Parish Newsletter, and fed via the Parish Forum.

Agreed - (a) That Members of East Riding of Yorkshire Council are provided with a copy of the complaints leaflet;

(b) that information regarding complaining and the need to identify when a complaint is a request for service be included in the next Parish Newsletter and presented at the next Parish Forum meeting;

(c) that when this data is reported in the next quarter comparative date of the previous quarters is also provided;
(d) that where a service area appears to be poor performing or not performing as well as other areas the Feedback Monitoring Officer for that area attends, and

(e) that where a particular area is not performing as well as the others the levels of complaints and why they are not responded to within the complaints time frames be reported.

320 FORWARDED WORK PLAN - Agreed - (a) That the contents of the Forward Work Plan for the Corporate Issues Overview and Scrutiny Committee be confirmed as reported with the addition of:-

- external venues, e.g., the costs and use of external venues beyond Council buildings.
- special expenses.

(b) that this information be contained in a table and included as a regular item on the agenda.